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<b>Sent on</b>	03	26	2020	<b>Expires on</b>	04	08	2020
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	Request for Parts: 2019 Odyssey Sliding Door Inop Under Power
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Research & Support Group  
 RE: Request for Parts: 2019 Odyssey Sliding Door Inop Under Power

This message is solely directed to Honda dealership personnel; please handle accordingly.  
 Print this i/N message and provide a copy to the Shop Foreman and all Service Advisors.

**Background**

American Honda Motor Co., Inc. (AHM) is investigating certain 2019 Odysseys with a customer complaint of the sliding door not opening/closing under power or reversing during opening/closing operation. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

**Qualifiers**

AHM is interested ONLY if the vehicle meets the following requirements:

1. For the sliding door not opening/closing under power issue, all 2019 Odysseys are accepted.
2. For the sliding door reversing during opening/closing operation issue, VIN must be after 5FNRL6H...KB022148.
3. Must be able to duplicate the issue.
4. No repair has been attempted for this issue.

**Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Research & Support (TRS) at [trs@ahm.honda.com](mailto:trs@ahm.honda.com). TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Mileage of the Vehicle

Thank you.